

CBTAP Technology Profile

Agency X
Division of Health Services

Office of the Ombudsman

Business Function: Dispute Resolution Reviews

Business Application: Dispute Resolution Guidelines

Business Application Maximum Acceptable Outage: 97 hours or more (necessary)

Business Application Platform		Application Support Providers						Required Connectivity				
		DoIT	Agency IT	Agency Non-IT	Vendor / Contractor	Application Services Provider	Other	None	LAN	WAN / Intranet	Internet	DSL/Dialup
Computing Platform												
Y	Mainframe											
	Server											
	Desktop			Y					Y			
	Laptop											
	PDA											
	Smart Phone											
	Other:											
	Who backs up this application data?			Y								

Information Recovery Plan

If agency-supported, date backup/restore procedures last tested:

Is this application dependent on other systems? No

Business Application Life Cycle

Are there any plans to upgrade or replace this application? No

Business Application Notes

This is a Microsoft Word Document that contains specific rules for conducting the Dispute Resolution Review.

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Business Function: Ombudsman Function

Business Application: Ombudsman Issue Tracking System (OITS)

Business Application Maximum Acceptable Outage: 73-96 hours (important)

Business Application Platform		Application Support Providers						Required Connectivity				
		DoIT	Agency IT	Agency Non-IT	Vendor / Contractor	Application Services Provider	Other	None	LAN	WAN / Intranet	Internet	DSL/Dialup
<i>Computing Platform</i>												
Y	Mainframe			Y					Y			
Y	Server			Y					Y			
	Desktop											
	Laptop											
	PDA											
	Smart Phone											
	Other:											
	Who backs up this application data?			Y								

Information Recovery Plan

If agency-supported, date backup/restore procedures last tested: 05/31/2002

Is this application dependent on other systems? No

Business Application Life Cycle

Are there any plans to upgrade or replace this application? No

Business Application Notes

The OITS application has been used heavily since its installation in 2002. We do not ever use the manual process.

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Business Function: Review Policies and Practices

Business Application: Review Policies and Practices Spreadsheet

Business Application Maximum Acceptable Outage: 97 hours or more (necessary)

Business Application Platform		Application Support Providers						Required Connectivity				
		DoIT	Agency IT	Agency Non-IT	Vendor / Contractor	Application Services Provider	Other	None	LAN	WAN / Intranet	Internet	DSL/Dialup
Computing Platform												
Y	Mainframe											
	Server											
	Desktop			Y					Y			
	Laptop											
	PDA											
	Smart Phone											
	Other:											
	Who backs up this application data?			Y								

Information Recovery Plan

If agency-supported, date backup/restore procedures last tested:

Is this application dependent on other systems? No

Business Application Life Cycle

Are there any plans to upgrade or replace this application? No

Business Application Notes

We use a Microsoft Excel Spreadsheet to keep track of all existing policies and practices for Agency X. During the audit period (Jan-Mar) policies and practices are added, changed or removed from the spreadsheet. Without this master list, an audit would take much longer as all policies and practices would have to be identified from scratch. The spreadsheet is backed up nightly during the audit. At the end of the audit, two copies are made. One stays onsite and the other is moved to a secure offsite location.